

<b>Notice of References Cited</b>	Application/Control No. 09/986,908		Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner Jonathan G. Sterrett		Art Unit 3623	Page 1 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,078,903	06-2000	Kealhofer, Stephen	705/36R
*	B	US-6,151,582	11-2000	Huang et al.	705/8
*	C	US-6,625,577	09-2003	Jameson, Joel	705/8
*	D	US-6,910,017	06-2005	Woo et al.	705/10
*	E	US-2003/0033191	02-2003	Davies et al.	705/10
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Business Wire, "SalesLogix New SolutionPacks Deliver Advanced Sales Forecasting and Enterprise Power; New Technology Facilitates Rapid Development of Custom SalesLogix Plug-Ins", Nov 3, 1998, New York, p.1, ProQuest ID 35631983.			
	V	Cohen, Andy; "Predicting the Future", Sept 1996, Sales and Marketing Management; 148, 9; ABI/INFORM Global, p.30.			
	W	BusinessWire, "ChannelWave Introduces Release 2.0 of Partner Relationship Management Software; Solution to Help Companies Maximize Return on Channel Sales and marketing Efforts", Jan 1999, Dialog 04115649.			
	X	Agnew, Marion; "CRM Tools Offer Sales-Force Solutions", Aug 21, 2000, InformationWeek, 2000, 800, ABI/INFORM Global, p.116.			

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/986,908	Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 2 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	u2	Bartholomew, Doug; "Sales Management Systems – Sales Tracking Gets Boost – Salessoft package helps managers keep track of prospective sales", Mar 1996, InformationWeek, p.89, ProQuest ID 10669373.
	v2	BusinessWire, "Deutsche Leasing Standardizes on Sieble eBusiness Applications", April 2001, p.0361, Dialog 08538868.
	w2	Greco, Susan; "The rating game: grade your leads to clear the pipe dreams from your sales pipeline", Jan 1998, Inc., v20, n1, p93(2), Dialog 10160906 20108610.
	x2	"SalesLogix2000 for Marketing tracks all your campaigns", web.archive.org saleslogix.com webpage of Nov 2001, pp.1-2.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/986,908	Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 3 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U}	Melberg, Pookie; "Do you know how profitable our customer relationships are?", Mar/Apr 1999, iCB, Banking Information Source, p.40.
	V}	Radice, Mike; "Sellution™, a new generation of advanced sales automation software, is introduced by MKTG: Marketing Technologies", June 1995, New York, PRNewswire, p.1, ProQuest ID 6336068.
	W}	PRNewswire, "Epicor's Customer Relationship Management Solution Enables Protocol Systems to Attain Significant Increase in Productivity", Feb 2000, New York, ProQuest ID 50459019.
	X}	BusinessWire, "Vantive Leads the Industry with Major New Release of Front Office Automation Suite", Dec 1997, p12080008, Dialog 05368525 48164168.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

**Notice of References Cited**

Application/Control No.

09/986,908

Applicant(s)/Patent Under  
Reexamination  
IKEZAWA ET AL.

Examiner

Jonathan G. Sterrett

Art Unit

3623

Page 4 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U4	Grushkin, Barry, "Win-win marketing", Oct 1999, Intelligent Enterprise, 2, 14, ProQuest Computing, p.16.
	V4	Mico, Sandra, "Relationship management systems provide an advantage", Apr 1999, Trusts & Estates, 138, 5, ABI/INFORM Global, p. 17.
	W4	Cole, Stephen, "A Model Engagement", May 1997, CA Magazine, 130, 4, ABI/INFORM Global. p.29.
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.